User Manual

Version 5.02

D-SM-HNHWINDO-UMN

Speech and Software Technologies (I) Pvt. Ltd.

HelloNet User Manual

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Table of Contents

1 HelloNet – An Introduction 1

2 Features of HelloNet Service 2

3 How to use HelloNet? 3

3.1 Registering for the service 3
3.2 Accessing the service 3
3.3 Email to FAX 3
3.4 SMS Alerts 3

4 Guidelines to Access HelloNet over Telephone 5

4.1 Registration 5
4.2 Accessing Mails 5
4.3 Sending mail over phone 6
4.3.1 Sending mail to an email address in the address book 6
4.3.2 Composing email address using Telephone keypad 6
4.3.3 Sending mail to other HelloNet users 7
4.3.4 Recording Message 7
4.4 Inbox 7
4.4.1 Reading Mails 8
4.4.2 Replying 8
4.4.3 Forward the Mail 8
4.4.4 Send a Fax 9
4.4.5 Navigating through mailbox 9
4.4.6 Listen to a mail again 9
4.4.7 Send a new mail after reading mails 9
4.4.8 Delete Mail 9
4.5 Preferences 10
4.6 Logout 10
4.7 Do's and Don'ts on the phone 11

5 Guidelines for using HelloNet over the Internet 12

5.1 Registration over Internet 13
5.1.1 New User 13
5.2 Logging into the Account 19
5.2.1 Inbox 20
5.2.2 Send Mail 21
5.2.3 Send Voice Mail 22
5.2.4 Address Book 22
5.2.5 Folders 24

5.2.6 Preferences *25*
5.2.7 Personal Information *26*
5.2.8 POP3 Mails *32*
5.2.9 Receiving Mails *33*
5.2.10 Deletion of Mails *33*
5.2.11 Recommend to Friends *33*
5.2.12 Help Me *34*
5.2.13 Logout *34*
5.3 Do's and Don'ts 34

6 Features of HelloNet – A quick reference 35

7 Voice Commands Reference Card 40

8 Hidden Features of HelloNet 41

1 HelloNet – An Introduction

With HelloNet the subscribers can access their mails both over telephone and Internet. Thus a PC and Internet connection are not required for email access, anymore.

Text-to-Speech (TTS) Conversion

This converts the mail message to natural sounding synthesized speech and reads out to the user over the phone.

Automatic Speech Recognition (ASR)

HelloNet uses speaker independent telephony speech recognition that helps the user to navigate through the system with natural language voice commands. This recognizes the commands/sentences with keywords (for e.g. say ***Inbox*** or ***Go to Inbox*** or ***Open my Inbox*** etc.) spoken out by the user and accordingly gives instructions to the Application Program.

Access mails from various mail services over phone

HelloNet helps users in accessing their various email accounts over phone by using the POP3 feature. After users set up their POP3 mail accounts, HelloNet provides access to the mails over phone. Thus HelloNet allows users to consolidate all their email in one mailbox.

SMS Alerts

The users receive SMS Alerts on their cellular phones for new email. The users have to submit their cellular phone numbers to the HelloNet server, either over telephone or over the Internet.

Multi location Installation

HelloNet can be configured for multi location telephony gateways. The HelloNet telephony servers can be installed in multiple locations to provide email access over phone at the cost of a local call

2 Features of HelloNet Service

- Hands free navigation with SST's Telephony Speech Recognition. Merely use voice commands like ***Read the mail***, ***Next-Mail***, ***Previous-Mail***, ***Reply***, ***forward the mail*** etc., or natural language commands like ***Open my Inbox***, ***Delete the mail*** over the phone and have HelloNet execute your commands.
- Get your mails read out when you are on the move. HelloNet is capable of reading out text, HTML, Microsoft Word (.doc) and playback voice (.wav format) attachments.
- The Text-to-speech (TTS) system would read-out the mails in natural sounding synthesized voice.
- You can send Voice messages of up to 2 minutes duration, which comes to around 240 words. This is long enough to deliver a good amount of information.
- Create up to 999 address book entries through the browser based HelloNet interface and send mails by just entering the index number of the address book entry over phone.
- SMS notification to cellular subscribers when they receive a new email
- SMS based notification to the subscriber when his mailbox reaches 90% of the allotted mailbox size.
- Roaming access facility is available for multi-location installations.

3 How to use HelloNet?

3.1 Registering for the service

User can register for the HelloNet service both over Internet and Telephone. To register through the Internet the user has to browse the HelloNet URL and Click on **Registration** for new users. To register over telephone, the user has to make a local telephone call to the **HelloNet Access telephone number** and speak the command ***Registration*** after the welcome prompt completes.

Users can choose an alphanumeric username and Password, to login to HelloNet, through the Internet. When they register over the telephone, they have to choose an Account number and passcode that are only numeric.

3.2 Accessing the service

Users can access the HelloNet service both over Internet and Telephone. For telephony the user has to provide his Account number and passcode for authentication. While accessing HelloNet over Internet, the users can either login using an alphanumeric Password or numeric Passcode for authentication.

Once authenticated, the users can access their mails. They can listen to their new/old mails, reply through voice mail, forward a mail to any email address, forward the email to a fax number. They can listen to voice mails, Microsoft Word attachments, Text attachments and HTML attachments.

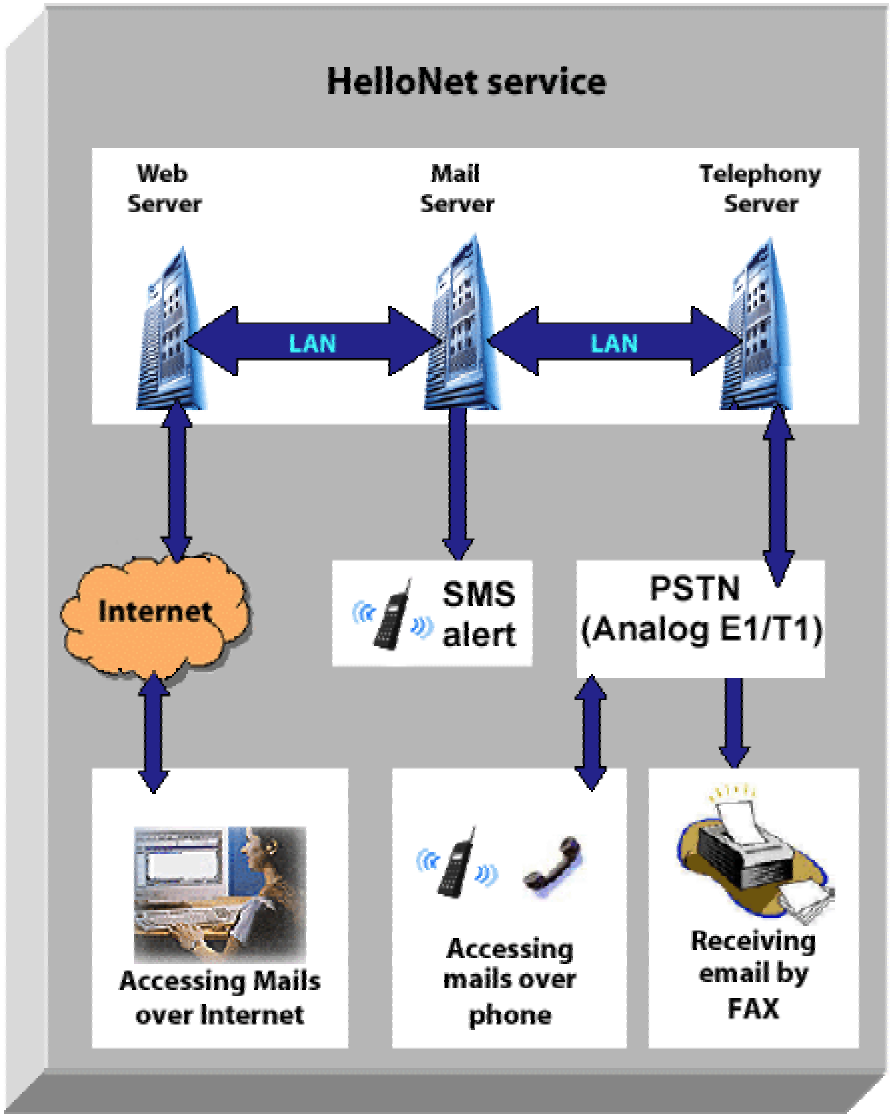
3.3 Email to FAX

HelloNet provides email to FAX option using which the email can be forwarded to any fax number provided by the user over the phone.

3.4 SMS Alerts

HelloNet sends SMS alerts to its users, when they receive a new mail, or when their mailbox is 90% full.

Shown below is a Block Diagram of HelloNet.



HelloNet Block Diagram

4 Guidelines to Access HelloNet over Telephone

On calling the HelloNet access telephone number, the user has the option of

- Registering over the telephone
- Login to HelloNet to access his mails.

HelloNet can recognize **voice commands** spoken by the user. On Calling HelloNet, in the **Welcome Menu**, the user has to say ***Registration*** to register over the telephone. If the user has already registered, to access mails, the user has to say ***Go to Mail Reader***.

The words / phrases in *Bold Italics* are voice commands the user can speak to use HelloNet over Telephone.

Please refer to section 7 on Voice commands Reference card.

4.1 Registration

Users can register to HelloNet over the phone too. Therefore, even if a user does not have a PC or Internet connection, it is possible for the user to use HelloNet, for listening to emails. During Registration over the phone, the user will be asked to choose his Account number. The user also chooses his telephony pass code. It is recommended that users choose their telephone number as their account number. The user can dial his cellular number which is 10 digits or his Land line number as Account Number. For e.g. For an HelloNet installation in Delhi city in India, if the user dials 238 1234, then his complete Account Number will be 0091112381234, where 91 is the country code and 11 is the city code for Delhi city.

While registering over the telephone, only the account number and passcode will be obtained from the user. If the user has Internet access, then he can later browse the HelloNet URL and login using his Account Number and Passcode, that he selected during telephony registration, to complete the remaining part of the registration. Even if the user does not have Internet access, it is possible for him to use HelloNet.

4.2 Accessing Mails

The user has to speak ***Go to Mail Reader*** in the Welcome Menu, to access mails.

Before accessing his mailbox, the user has to dial his Account Number and Passcode. The full Account Number can be dialed, or the telephone number part of account number alone can be dialed, if the user is calling HelloNet in the same city where the user registered. For e.g. if the user's Account Number is 0091112345678, then the user can dial just 2345678, if he is calling from the same location, from where he registered.

After logging in, the user will have the following options:

- Send mails (to an HelloNet user or to an email address in the address book or to any email address)
- Read mails (New or Saved mails)
- Reply
- Forward to any email address
- Forward the mail and attachments to any FAX machine
- Navigating through mailbox using voice commands or touch tone
- Delete mails
- Change telephony Passcode
- Change cellular number used for new mail notification via SMS
- Logout

After logging in, the user can say ***send mail*** or ***open my inbox*** or ***preferences*** in the **Main Menu**.

4.3 Sending mail over phone

When the user, chooses ***Send mail*** option, the user has the option to dial an account number to send mail to a HelloNet User, or dial an Index Number of the email address in the Address Book, or dial any other email address through telephone keypad**.**

4.3.1 Sending mail to an email address in the address book

The system prompts the user to dial the address book index number of the email address to which the mail has to be sent. After entering the index number, user has to press 'Pound' (#) key on the telephone pad. The HelloNet will then fetch the corresponding email address and read it back for confirmation. If the address is correct user can say ***yes, go ahead*** and if it is wrong user can say ***cancel*** and select a new address.

4.3.2 Composing email address using Telephone keypad

To send mails to any email address, which may or may not be there in the address book. Dial the email address using telephone keypad. After keying-in the address, user has to press 'Pound' (#) key on the telephone pad to indicate end of keying-in. The system will then read back the address for confirmation. If the address is correct user can say ***yes, go ahead*** and if it is wrong the user can say ***cancel*** and key-in again

4.3.3 Sending mail to other HelloNet users

The user has to dial the HelloNet account number of the addressee For e.g. 0091114445678 or 009198***98765 followed by a # sign. The system will then read back the address for confirmation. If the address is correct user can say ***yes, go ahead*** and if it is wrong the user can say ***cancel*** and key-in again.

4.3.4 Recording Message

After confirming that the email address is correct, the system asks the user to speak the message after the beep. After the message has been spoken, user has to press 'Pound' (#) key on the telephone pad to indicate end of message. The message will be recorded as Voice mail. This voice mail will be played back by the system for confirmation. To send the mail with this message as a wave file attachment, user has to say ***Send mail***. To change or rerecord the message user can say ***Record again***. System will initiate the message recording process again. System will announce so, after the mail has been sent.

The maximum duration of the message is 2 minutes. Within 2 minutes, it is possible to speak about 240 words or more (2 words per second), if the user speaks normally. 240 words are equivalent to 20 lines of an email in the form of text. Therefore, 2 minutes is enough recording time to convey a good amount of information.

The user has the following options after sending a mail. User can say ***Send Mail*** or ***Open my Inbox*** or ***Preferences***.

4.4 Inbox

When the user says ***open my Inbox***, HelloNet checks if user has new emails. After fetching new mails, the system announces the number of new mails and reads the Header information of the latest new mail. The header information consists of Sender's name and email address, date and subject of the email. After listening to the header details, the user has the option to say ***Read the mail***, ***Open next mail***, ***Open Previous Mail***, M***ain Menu*** or ***good bye logout***.

If new mails are not available then the system asks confirmation before fetching saved mails. User can say, ***yes, go ahead,*** to listen to his saved mails. Otherwise the user can say ***main menu*** so that he can use preferences option or send a new mail. If user selects to fetch saved mails, the system will announce the number of saved mails in Inbox and read the header details of the first saved mail. Thereafter, the options are same as that for unread mails.

4.4.1 Reading Mails

The command to have the mail read, after the system has read out the header details of the mail is ***Read the Mail***. The system will open the mailbox and the Text-to-Speech (TTS) system reads the mail over phone. Microsoft Word, HTML and Text Attachments will also be read out and WAV attachments are played back. Whenever the user's Inbox reaches 90% of the total space made available to the user he will receive an SMS message stating that his Inbox is 90% full. When the received mail has acronyms such as BTW, ASAP, LOL, -) etc., the TTS System parser expands them to "by the way", "as-soon-as-possible", "laugh-out-loud", smiley symbol, respectively. The parser also takes care of the delimiter lines such as a sequence of special characters (e.g. +, -, * etc.) Once the reading is complete the options available to the user will be ***Reply***, ***Forward the Mail***, ***Send a fax***, ***Open Previous Mail***, ***Open Next Mail***, ***read again***, ***main menu*** or ***goodbye-Logout***.

Start of the first mail will be announced. End of every mail will be announced

Reading of a mail by TTS can be aborted by pressing "Pound" (#) key on the telephone.

If the mail body is empty, HelloNet will announce so.

4.4.2 Replying

On selecting ***Reply*** option the reply is recorded as a voice message. Since the reply will go to the same address from which the mail was received, there is no need to input address. The procedure is similar to "Recording message" in the previous section. Once replied the options will be ***Reply***, ***Forward the Mail***, ***Send a fax***, ***Open Previous Mail***, ***Open Next Mail***, ***read again***, ***main menu*** or ***goodbye-Logout***.

4.4.3 Forward the Mail

This option is very similar to sending new mails, except that the voice message is not recorded. On selecting ***Forward the mail*** option user has to input the address to which the mail should be forwarded. The email address can be selected from the address book or by composing from key pad. The address will be read back for confirmation. If confirmed the mail will be forwarded to the selected address. The option after forwarding the mail will be ***Reply***, ***Forward the Mail***, ***Send a fax***, ***Open Previous Mail***, ***Open Next Mail***, ***read again***, ***main menu*** or ***Good Bye-Logout***

4.4.4 Send a Fax

By choosing this option user can get a mail forwarded to a Fax machine. User has to supply the Fax number followed by '#' pound key, over the telephone. Any Microsoft Office attachments are also faxed. The user can abort this option by pressing only '#', without a fax number.

4.4.5 Navigating through mailbox

Use can speak commands like ***Open Next mail***, ***Open Previous mail*** to navigate through the Inbox.

4.4.6 Listen to a mail again

To listen to a mail again, user can say ***read again***. The header information (name and Email address of the sender, Date and Subject of the email) along with the mail message and attachments are read out to the user again.

4.4.7 Send a new mail after reading mails

To send a new mail after reading a mail, user can say ***Main Menu***. His mailbox is closed and the user can then say ***send a mail, open my inbox*** or ***preferences.***

4.4.8 Delete Mail

The user can opt to delete a mail immediately after reading the header information like sender's name/ email address, subject, etc. or opt to delete the mail after listening to the mail. To delete the mail user has to press 3 when the option is played out. User will be asked to confirm deletion. Just before logging out, the system would once again ask for confirmation. The mail deleted over phone would be permanently deleted from the user's Inbox. After deletion of a mail the options available will be ***Read the mail***, ***Open Next Mail***, ***Open Previous Mail, Main Menu*** or ***Good Bye Logout***. If the user deletes a mail after reading the entire mail, the options are ***Reply***, ***Forward the Mail***, ***Send a fax***, ***Open Previous Mail***, ***Open Next Mail***, ***read again***, ***main menu*** or ***Good Bye-Logout***.

4.5 Preferences

In the Main Menu user can say ***Preferences***. On choosing the preferences option user can say ***Change passcode*** or ***delete mails***. User can press key 7 on the telephone keypad to change the cellular phone number to receive SMS alerts on new mail arrival.

1. On choosing ***change pass code*** option, the system asks the user to dial his new telephony pass code. After dialing a new passcode user has to confirm the same. The user can choose a pass code, which is 4 to 6 digits long.
2. On choosing the **d*elete mails*** option, the user can delete his saved mails, so that he uses optimally the space allocated to his mailbox. If his mailbox is full, he cannot receive new mails. On choosing delete mails option, the system fetches 2 saved mails at a time and reads out the oldest saved mail's header. After listening to the header of the saved mail, the user can choose to delete the mail by saying ***delete this mail.*** To skip this mail, user can say ***Open next Mail***. He can say ***more details*** to listen to the mail message and then decide on deleting the mail. After choosing more details option, the user can say ***delete this mail***, ***open next mail***, ***main menu*** or ***good bye logout***. By this way user can clear out some unwanted saved messages in his mailbox.

When a user's mailbox is approaching the maximum limit, the user will be forewarned that he should delete unnecessary messages. The warning message is given as soon as he logs in, both over the Internet as well as over the phone.

4.6 Logout

After listening to a mail, the user ha an option to say ***Good Bye Logout*** to end the call. After choosing to logout, the system gets confirmation. If the user really wants to logout user has to say ***yes, go ahead***. If the user says ***cancel***, the system continues to get the next option. To end the call, the user can also hang-up at any time.

4.7 Do's and Don'ts on the phone

Do's:

- Always terminate any digit string such as HelloNet account numbers, telephony pass-code, address book index number etc., with a #, so that the system responds quickly. Otherwise the system has to wait till its time out happens.
- Always log-out of the HelloNet by saying ***Good Bye logout*** and avoid just hanging up. This will enable the system to systematically close the user's account in the database.
- Users should speak clearly, especially on cellular phones, because of the poor quality and the occasional speech dropouts.

Don'ts:

- The users should not speak voice commands before the beep/tone is played.
- Don't use voice commands under very noisy conditions, for example in a shopping mall/party, the background speech will submerge the user's voice and the system may have difficulty in recognizing the commands. The user can then switch to touch tone mode by pressing # key. But under such noisy conditions, the user may also have difficulty in listening to the mail.

5 Guidelines for using HelloNet over the Internet

The following features are available on the home page of HelloNet:

a) Registration

b) Login using User Name and Web Password

c) Login using Account Number and Telephony Passcode

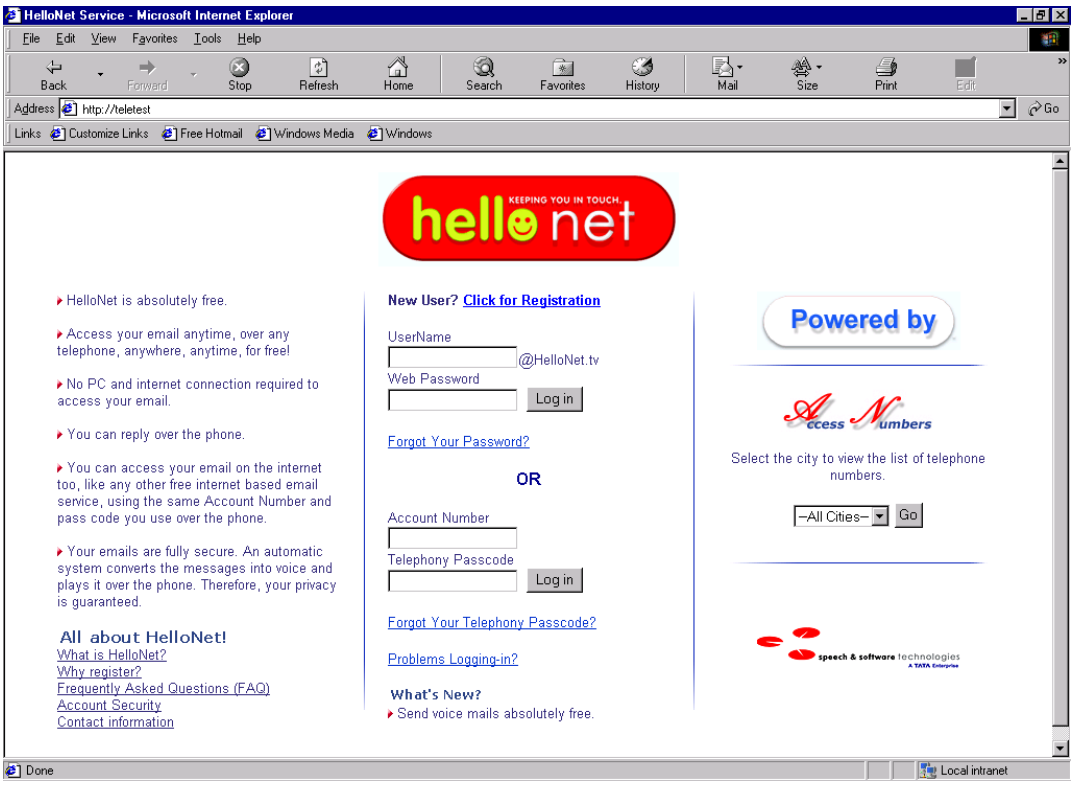
d) Forgot your Password?

e) Forgot your Telephony Passcode?

f) HelloNet FAQ

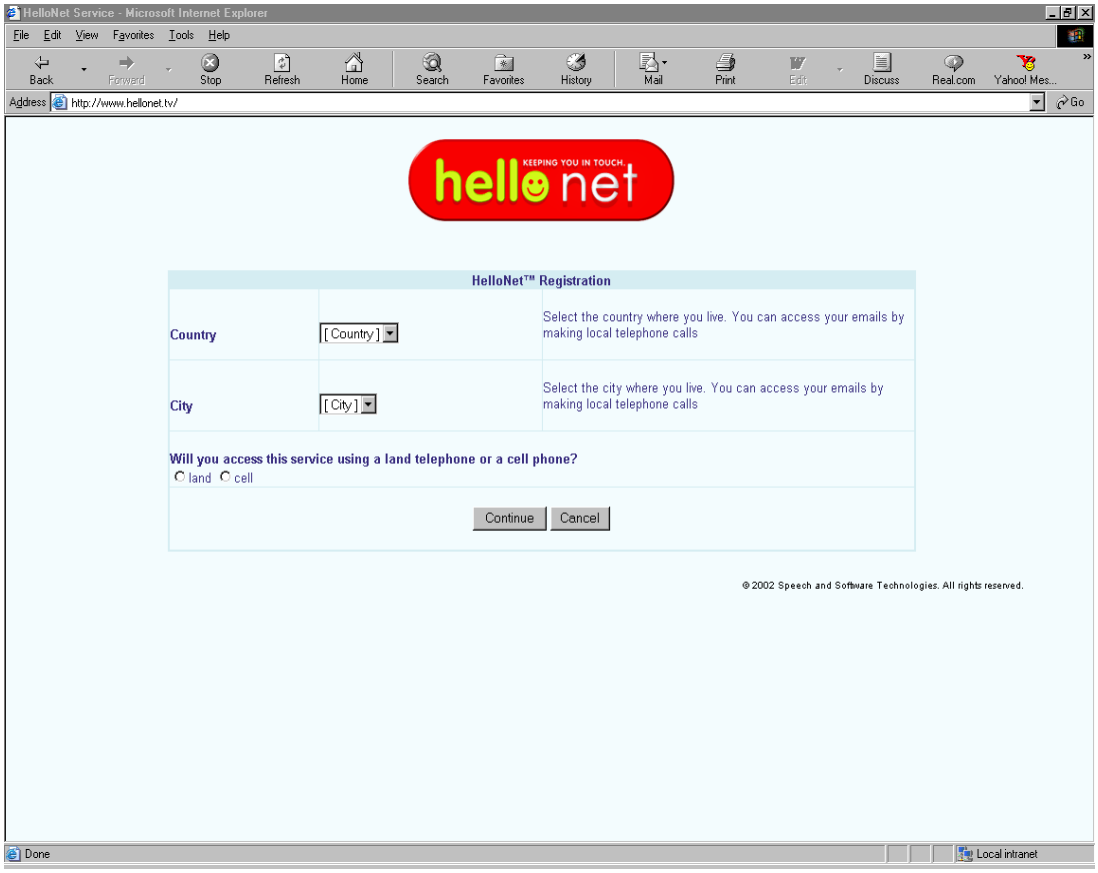
g) HelloNet Access Numbers

The screen shot of the home page is given below.



5.1 Registration over Internet

5.1.1 New User



On the home page of the HelloNet website the user has to select the **Click for Registration** option. The user would then be taken to the registration page as shown below:

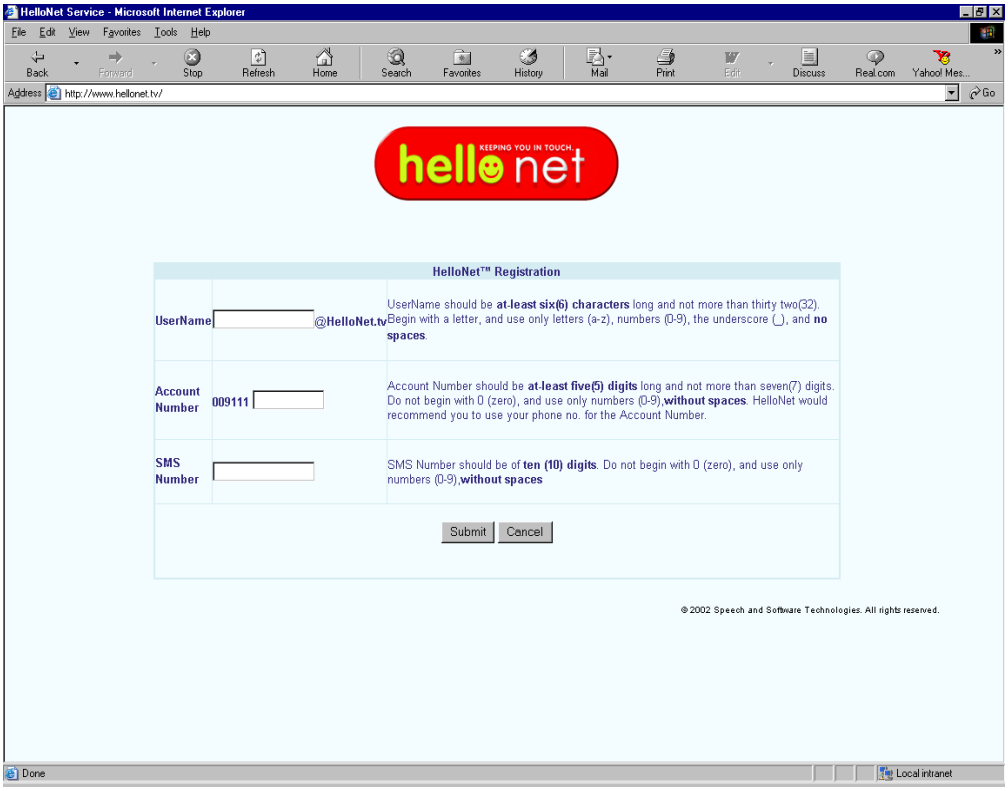
1. **Country:** The country where HelloNet is installed has to be selected.
2. **City:** The city where HelloNet is installed has to be selected.
3. **Telephone Line:** user has to choose the type of phone (land or cell) he/she would be using often to access the service and then click “Continue”. But there is no restriction that the same phone has to be used always to access HelloNet. The user can use any phone.

The user needs to choose the Account Number to access HelloNet over Telephone. The user can choose his/her telephone Number itself as the Account Number. So the user should choose the type of the phone used frequently. Also it will be easy for the user's friends to remember his/her HelloNet Account Number, if it is same as the user's telephone number.

4. **User name:** The user would have to enter a User name, which should be at-least six (6) characters long and not more than thirty-two (32) characters long. It should begin with an alphabet, and can use only alphabets (a-z), digits (0-9) or underscore (_), and should have no spaces. This User name will be used to login to HelloNet through the Internet. For e.g. if the HelloNet email address should be john_1010@hellonet.cc, where www.hellonet.cc is the HelloNet URL, then enter the User Name as john_1010.

5. **Account Number:** The user would have to choose an Account Number, which should be of ten (10) digits. It should not begin with 0 (zero), and should use only digits (0-9), should have no spaces. HelloNet would recommend the user to use his/her phone number for the Account Number. Account Number should be dialed, when the user logs in through the telephone to access HelloNet. For e.g. If the user's telephone number is 2381245, then he can enter this number to fill up the Account Number. The Account Number will be 0091112381245 after registration is successful, where 91 is the Country Code for India, 11 is the City Code for Delhi City in India and 2381245 is the user's telephone number.

6. **SMS number:** The user should enter his/her cellular number to receive SMS Notification when a new mail is received on HelloNet. For e.g. Enter the cellular number as 9811012407. The cellular phone number should be of ten (10) digits and should not begin with 0 (zero), and use only digits (0-9), should have no spaces.



User has to Click on "Submit" button to fill up the rest of the registration form.

Once the user submits the details he would be provided with a registration form, where he would have to enter his details like:

7. Account Information

a) User Name appears as entered by the user

b) **Web Password**: The Web Password should be at-least six (6) characters long and not more than sixteen (16) characters. The user can use this password to login through the Internet.

c) Re-enter Web Password to confirm

d) **Telephony Passcode**: Telephony Passcode should be at-least four (4) digits long and not more than six (6). The Passcode should be only numeric. To access Emails over telephone the Account Number and Passcode should be dialed for authentication.

e) Re-enter Telephony Passcode.

f) Secret Question and Answer

g) The User has to enter a question, the answer to which the user only will know. If he forgets the password, the secret question would be asked and based on the answer the user's identity will be validated.

8. **Personal Information:** The user would have to enter his personal information like:
   a) Title
   b) First Name
   c) Middle Name
   d) Last Name
   e) Gender
   f) Date of Birth
   g) Email Address
   h) Address
   i) City
   j) State
   k) Pin-code
   l) Country
   m) Phone No:
   n) Age Group
   o) Whether the user has Internet connection at home or not
   p) Which type of telephone does the user use often.

9. Other Information

a) Education

b) Language

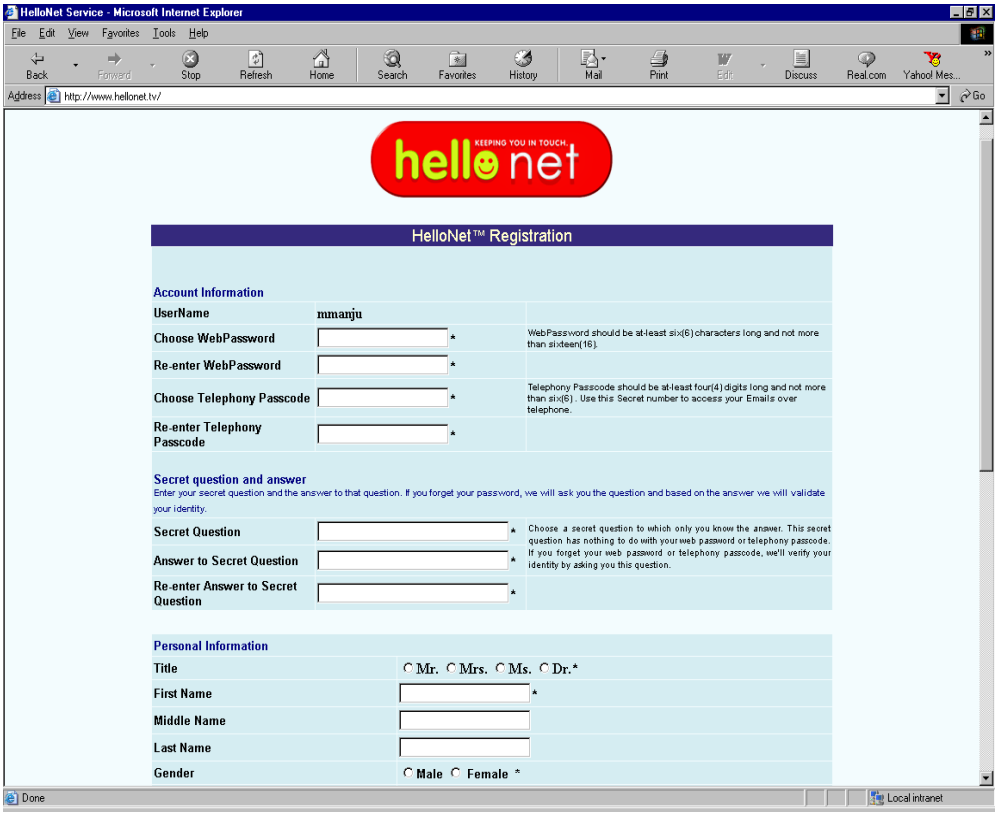
c) Occupation

d) Income (Rs./annum)

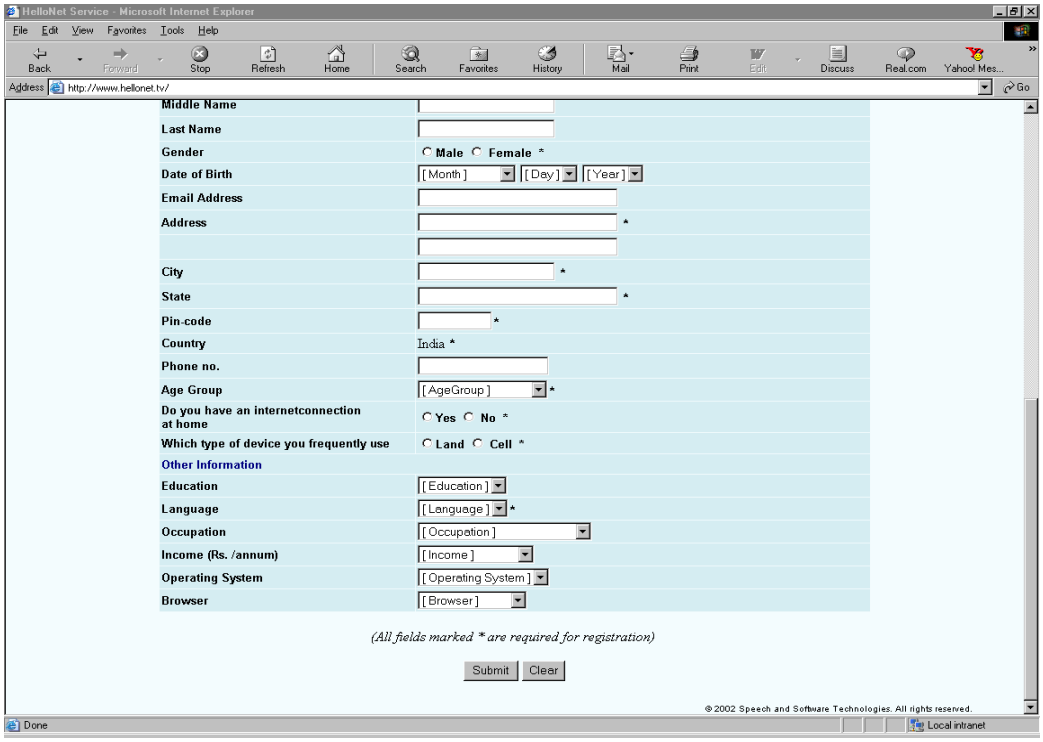
e) Operating System Used

f) Type of Browser used

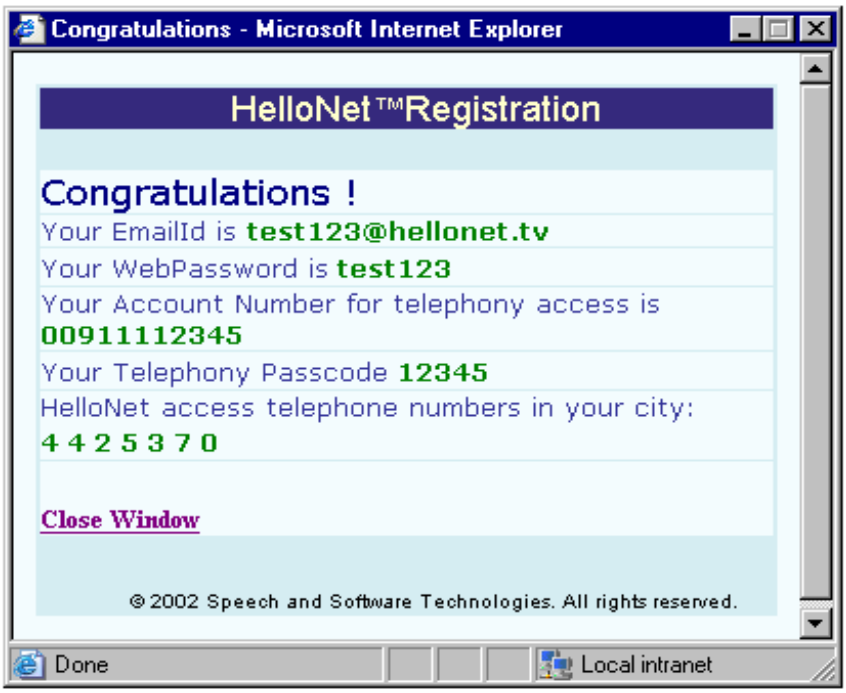
The Account information screen shot is given below



The user has to click Submit button to register with HelloNet.

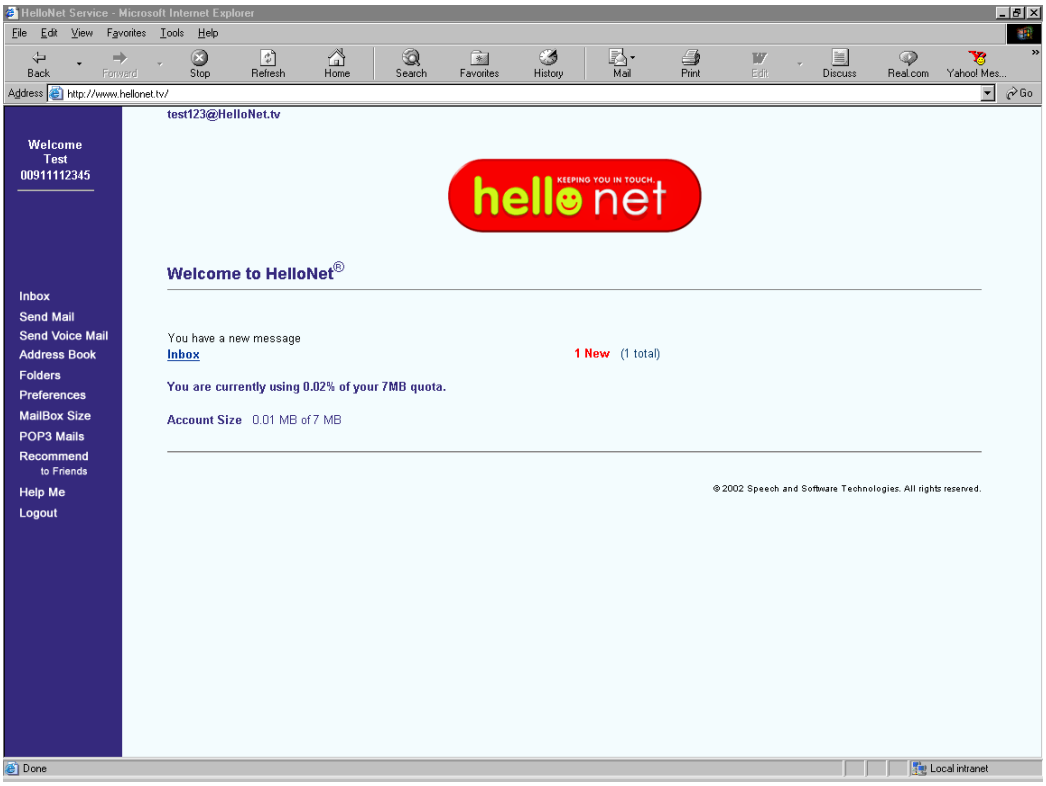


Finally the user gets the confirmation for his registration, as shown below



5.2 Logging into the Account

User can provide either his username and password details or his account number and telephony passcode to login to his account. On successful authentication the user would be taken to his mailbox, which gives him the number of new mails and account size.

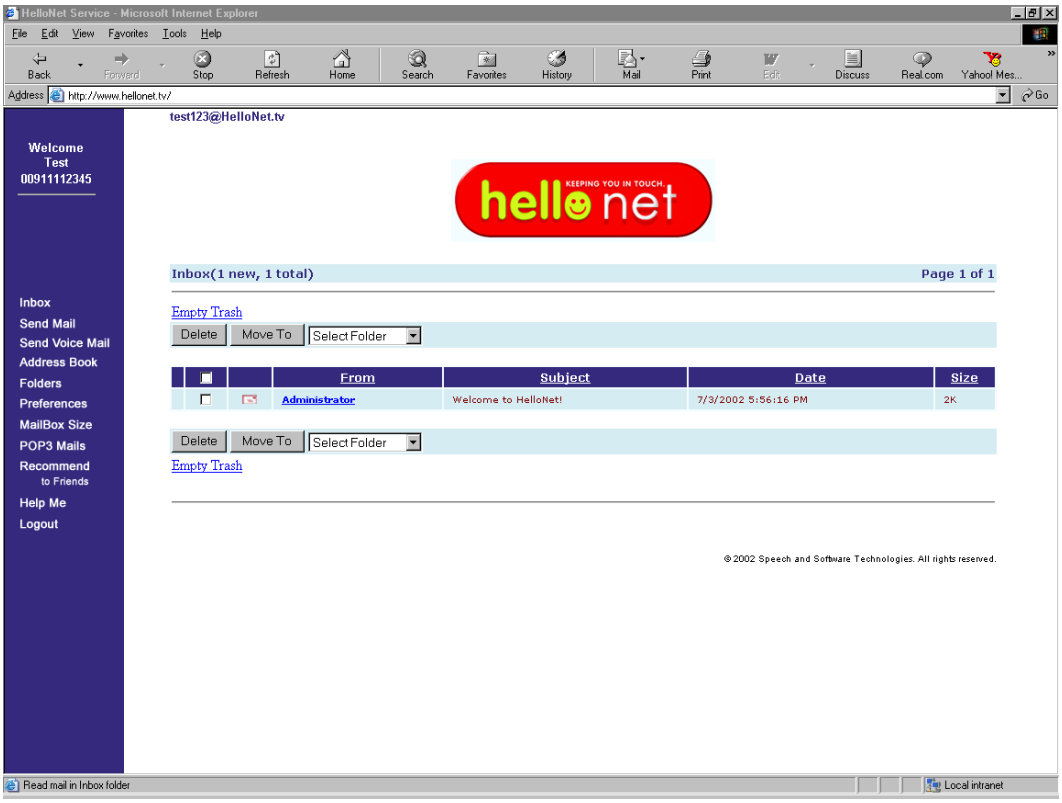


After the user logs in he could use any of the following options:

a) Inbox
b) Send Mail
c) Send Voice Mail
d) Address Book
e) Folders
f) Preferences
g) Mail Box Size
h) POP3 Mails
i) Recommend to Friends
j) Help Me
k) Logout

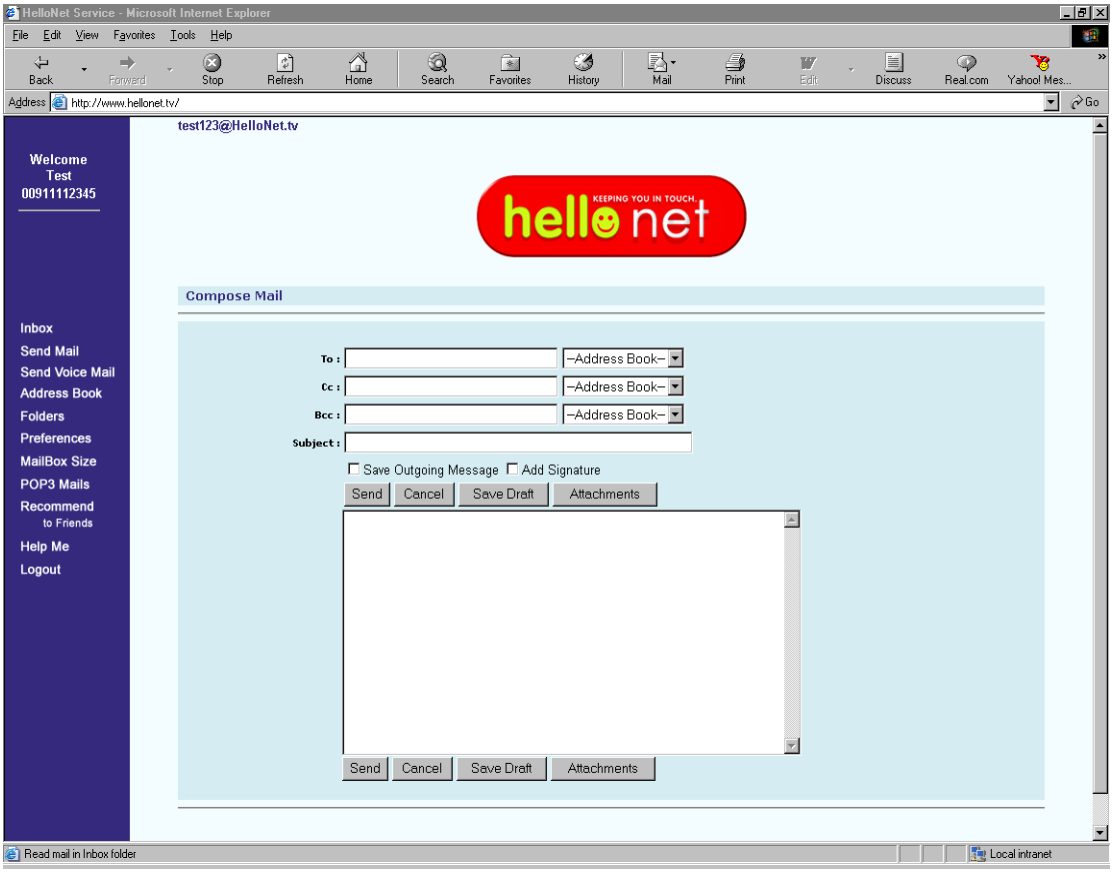
5.2.1 Inbox

The Inbox lists the header information of the mails in the inbox like new/read mail, sender's name or email address, the subject of the mail, the date and the size of the mail. The user has the option of deleting the mails or moving them to folders. To read the mail the user can click on the envelope symbol or on the From name. The number of emails displayed in one Page depends on the preferences set by the user.



5.2.2 Send Mail

This option would allow the user to send a mail to other users who have logged in with HelloNet as well as to users of other any mail servers e.g. Yahoo, Hotmail etc. The user can choose the 'To', 'Cc' and 'Bcc' email address from his address book. He also has the options of saving his message that he is sending and adding his signature. He could also save a draft or add an attachment to his message.

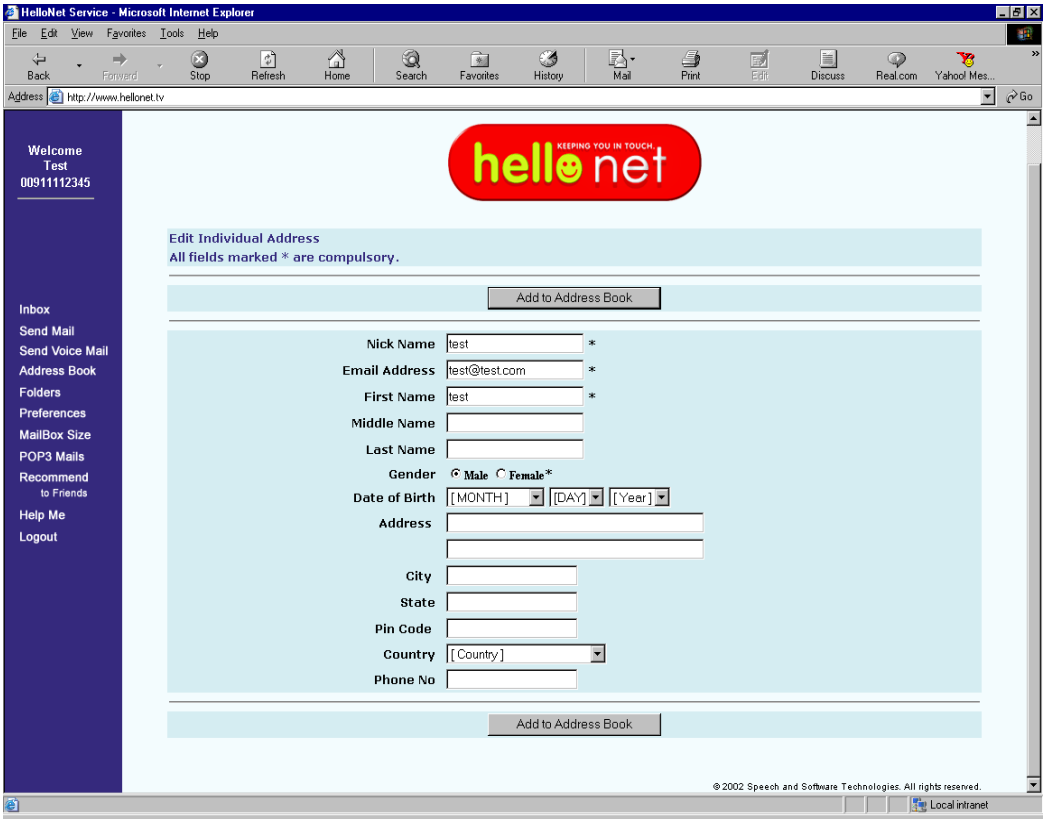


5.2.3 Send Voice Mail

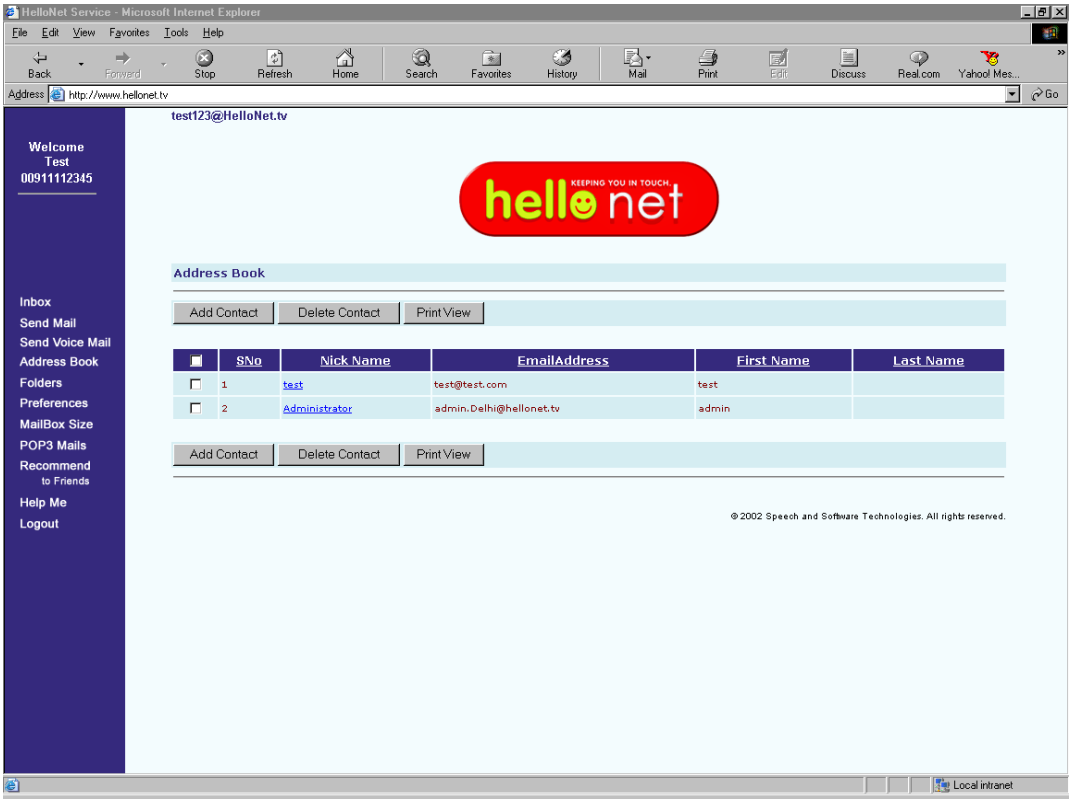
To send a voice mail attachment, Click on Send Mail option on the navigation bar. Now click on **Attach Voice,** which allows the users to record their voice message online, listen to it, re-record the message if necessary and then attach it to the mail. This mail can be sent to any user of any mail server (HelloNet, Yahoo, Hotmail etc.) For a user to use this on his browser, he has to allow the HelloNet server to use his multimedia card. For this the HelloNet server sends him a digital certificate for his (digital) signature. When the user signs it (accepts it on his computer) the HelloNet server will be given access to his multimedia card so that the voice messages can be recorded and played back. The recorded voice message is compressed and sent to the addressee. Signed applets are used for recording voice mails for secured system access. The addressee can listen to it on his multimedia computer or on the phone, if he is a HelloNet user.

5.2.4 Address Book

The user can add any email-id by clicking the Add Contact. He is taken to a page where he could enter the details of the person whom he wants to add to his address book. The user could also add the address when he opens a mail, there is an option 'Add to Address book'.

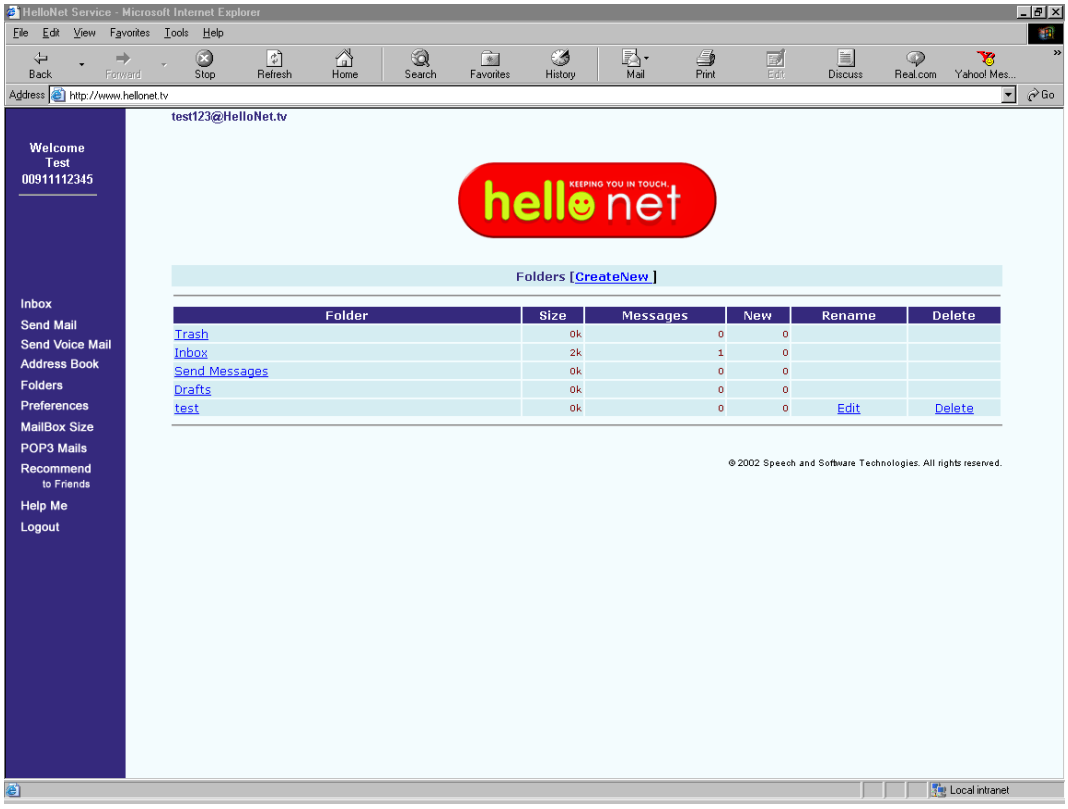


The addresses in the address book are numbered (indexed) and arranged in chronological order (depending on the date of entry) and new addresses are always added at the bottom so that the index of the existing addresses does not change. The indices are useful when the user wants to send mail on the phone. He just has to dial the index and the voice message will be sent to the corresponding email-id. The user can store upto 999 email addresses in the address book. Since it is difficult to remember the indices for all the email addresses in the address book, the user can print this address book using the "Print view" button available.



5.2.5 Folders

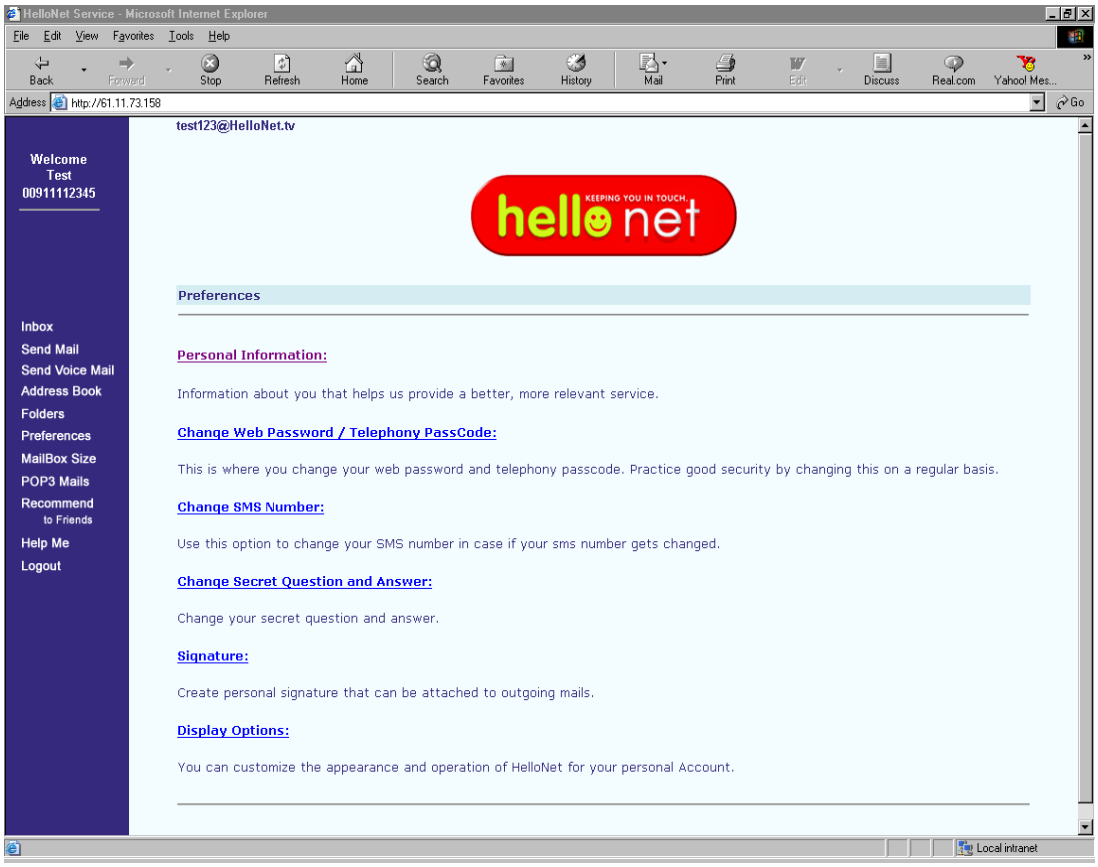
The user can manage his folders by either using the existing folders or by creating new folders.



5.2.6 Preferences

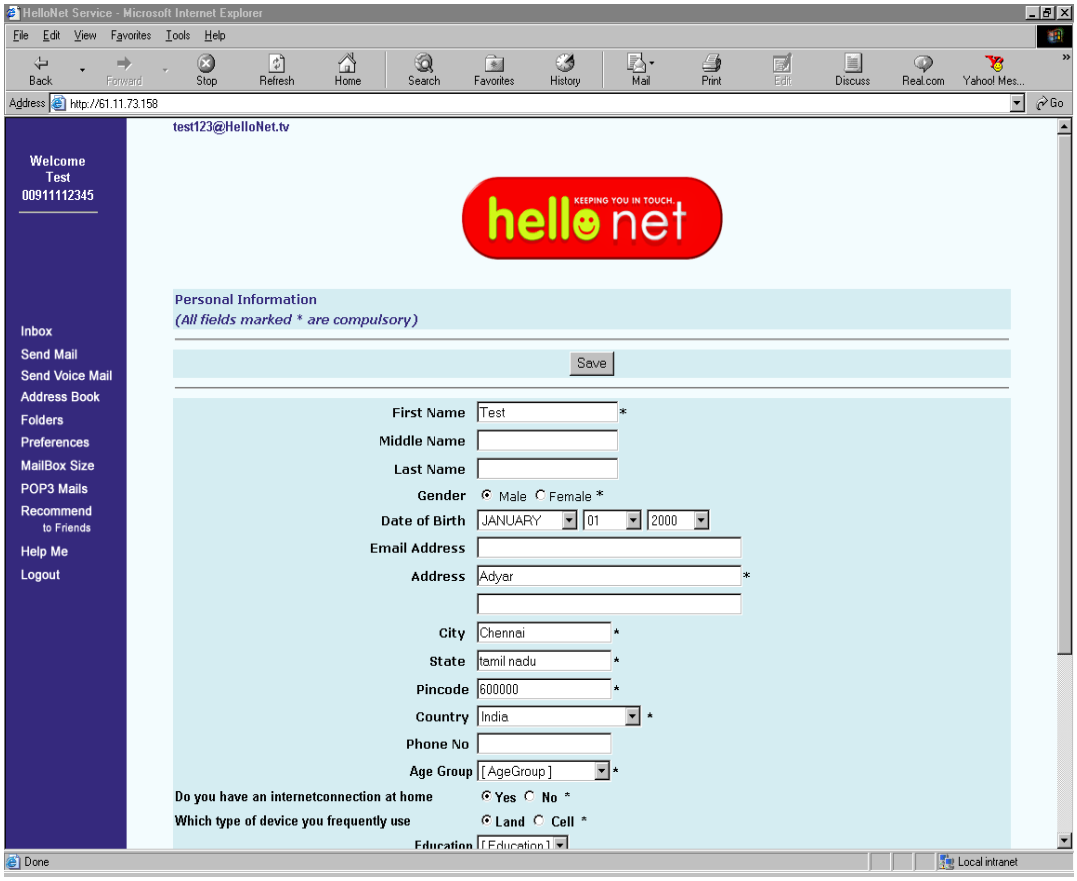
The users can access the following features under preferences:

1. Personal Information
2. Change Web Password/ Telephony PassCode
3. Change cellular phone number, for receiving SMS alerts for new mail arrival.
4. Change Secret Question and Answer
5. Signature
6. Display Options. The user can choose the number of emails that should be displayed in a page, after logging in over internet.



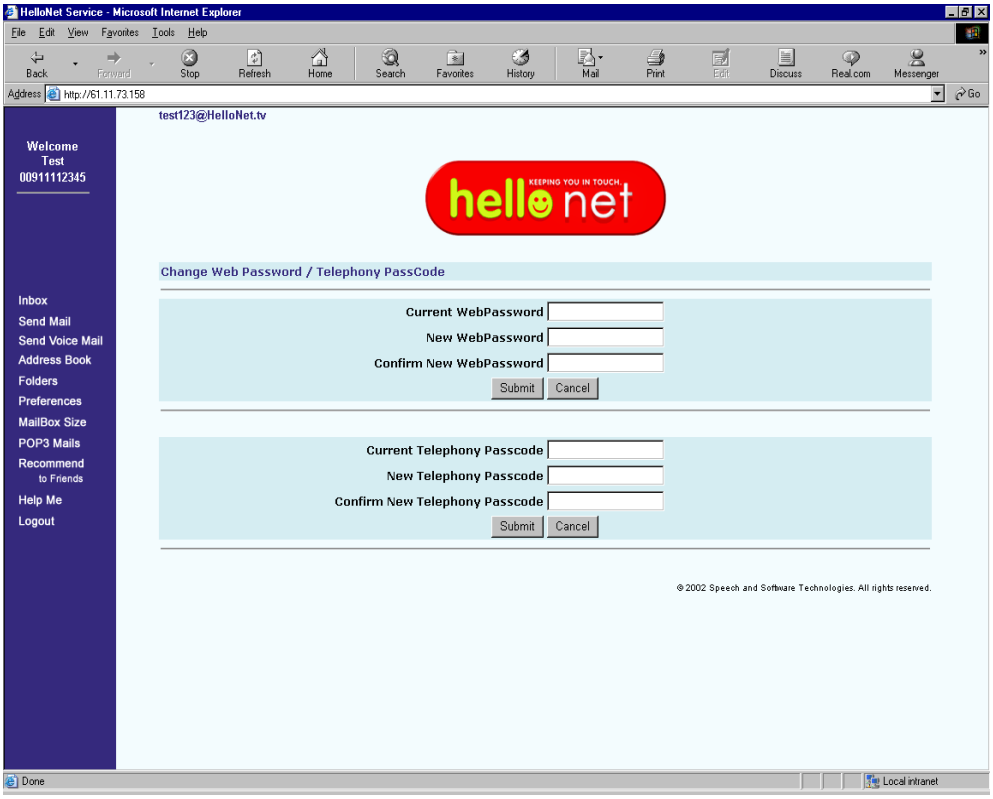
5.2.7 Personal Information

If the user wants to edit or change his personal information he could choose this option and save his changes.



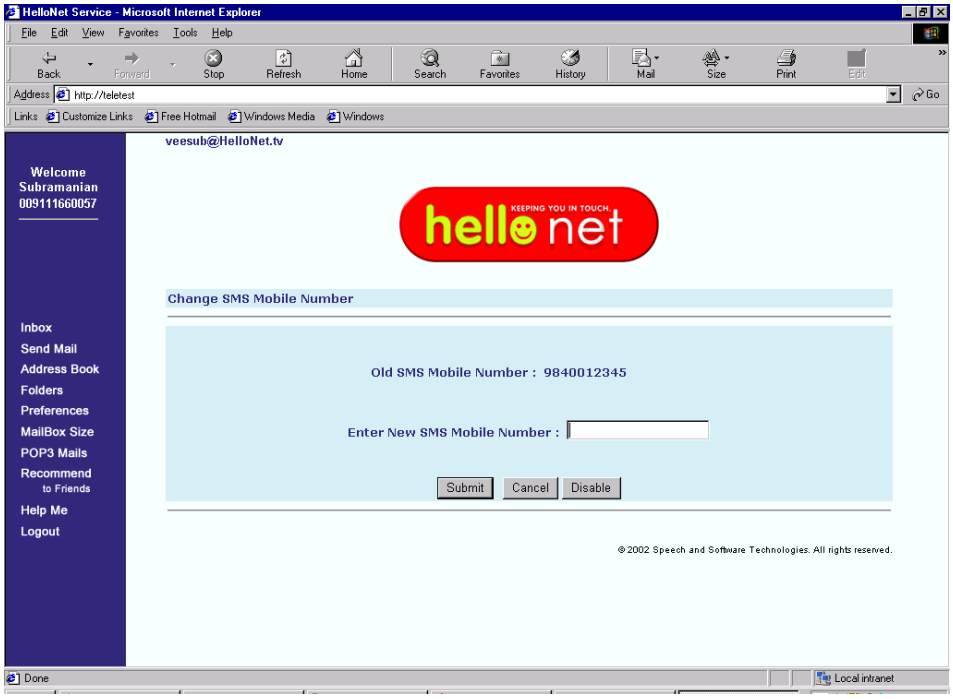
5.2.7.1 Change Web Password / Telephony Passcode

The user can change his web password and telephony passcode by choosing this option. HelloNet suggests practicing good security by changing this on a regular basis.



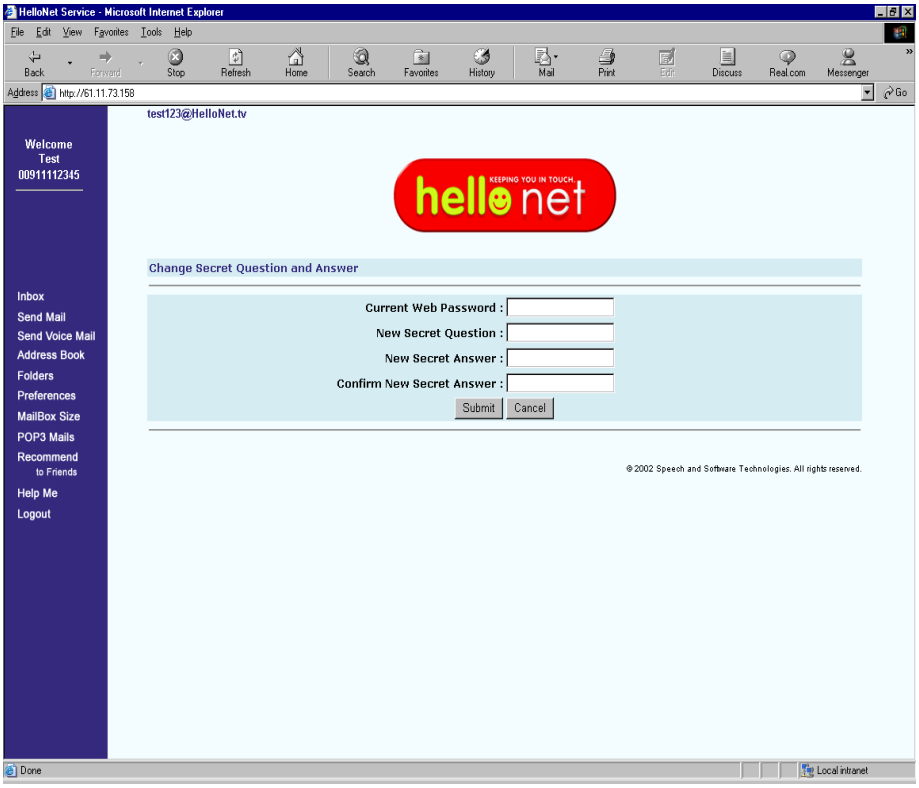
5.2.7.2 Change SMS Number

This option helps the user to change the cellular number in case if his cellular phone number gets changed. SMS alerts are sent to this number, when the user receives email. The user can disable the SMS alerts from HelloNet by clicking the "Disable" button. This deletes the cellular phone number from his profile. The user can then enable SMS alerts by submitting his cellular phone number again.



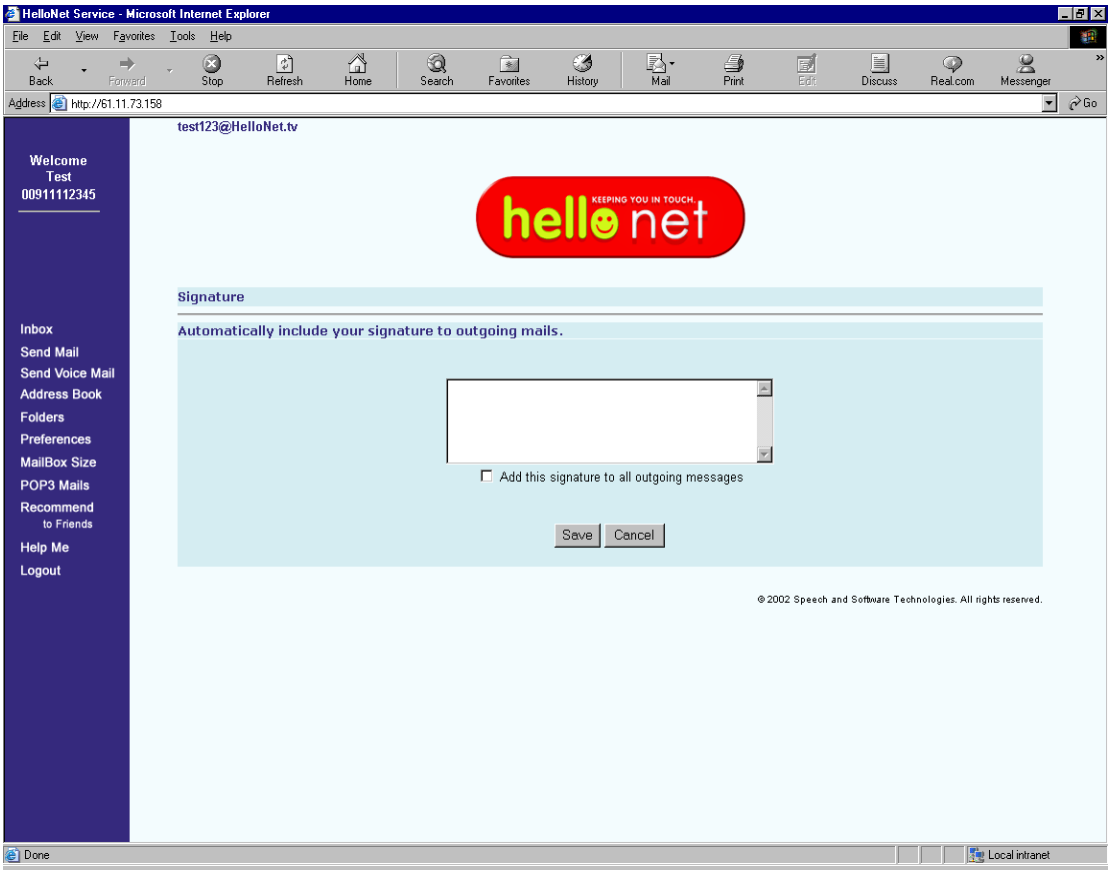
5.2.7.3 Change Secret Question and Answer

The User can choose this option if he needs to change his secret question and answer.



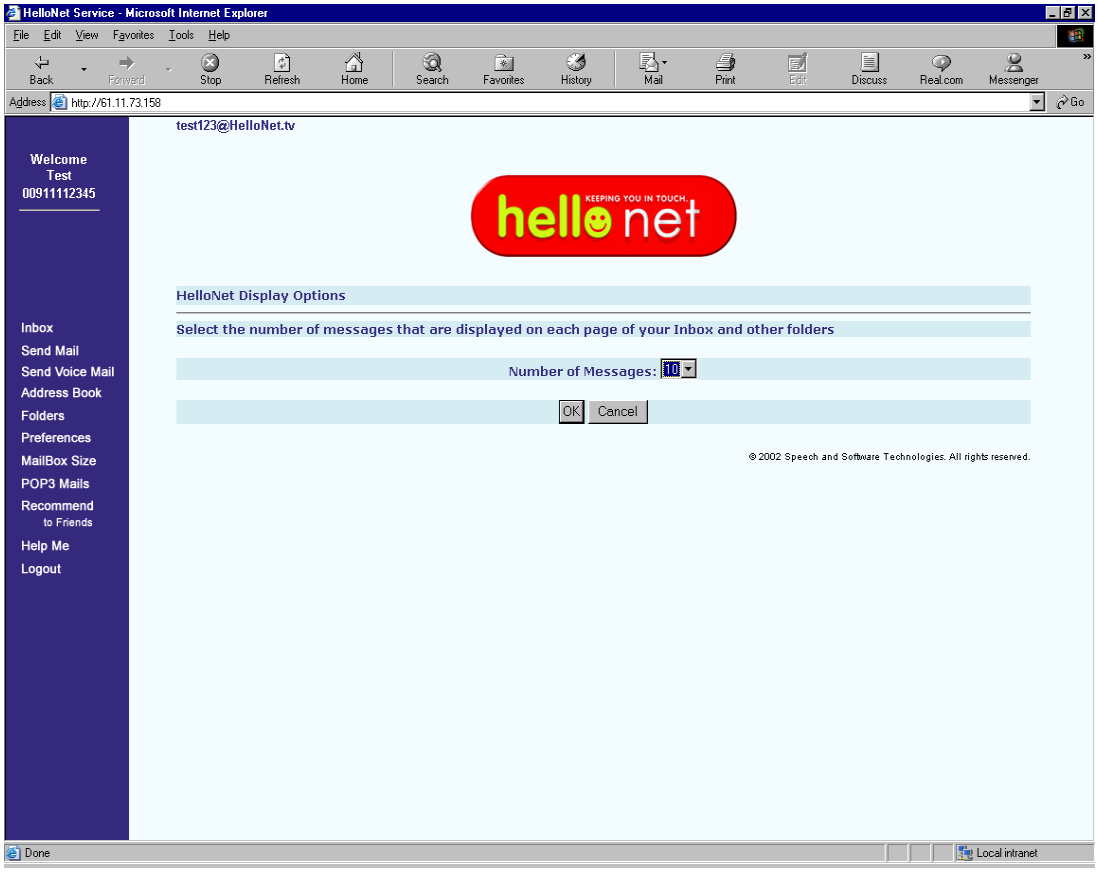
5.2.7.4 Signature

To create a personal signature that can be attached to outgoing mails, the user can choose this option.



5.2.7.5 Display Options

The user can set the display options of his mails. He can choose the number of mails that should be displayed in a page, after logging in, for Inbox and other folders on each page.



5.2.8 POP3 Mails

HelloNet helps users in accessing their various email accounts over phone by using the POP3 feature. After users set up their POP3 mail accounts, HelloNet provides access to the mails over phone. Users can click on the **POP3 Mails** link, after logging in to their account through the internet. They can enter details like the POP3 mail server name, email address and password of their other mail accounts such as their corporate email address or other global mail accounts that has a POP3 server. This will enable the users to download their mails from those mail servers into their HelloNet account, so that they have their mails in one mailbox and can be accessed by using the telephone.

After registering for POP3 download, information about all the mails in the POP3 server would be captured (to avoid downloading old mails) and when a new mail arrives at the POP3 server it would be downloaded to the user's inbox of HelloNet.

A maximum of 3 POP3 accounts are allowed per user.

5.2.9 Receiving Mails

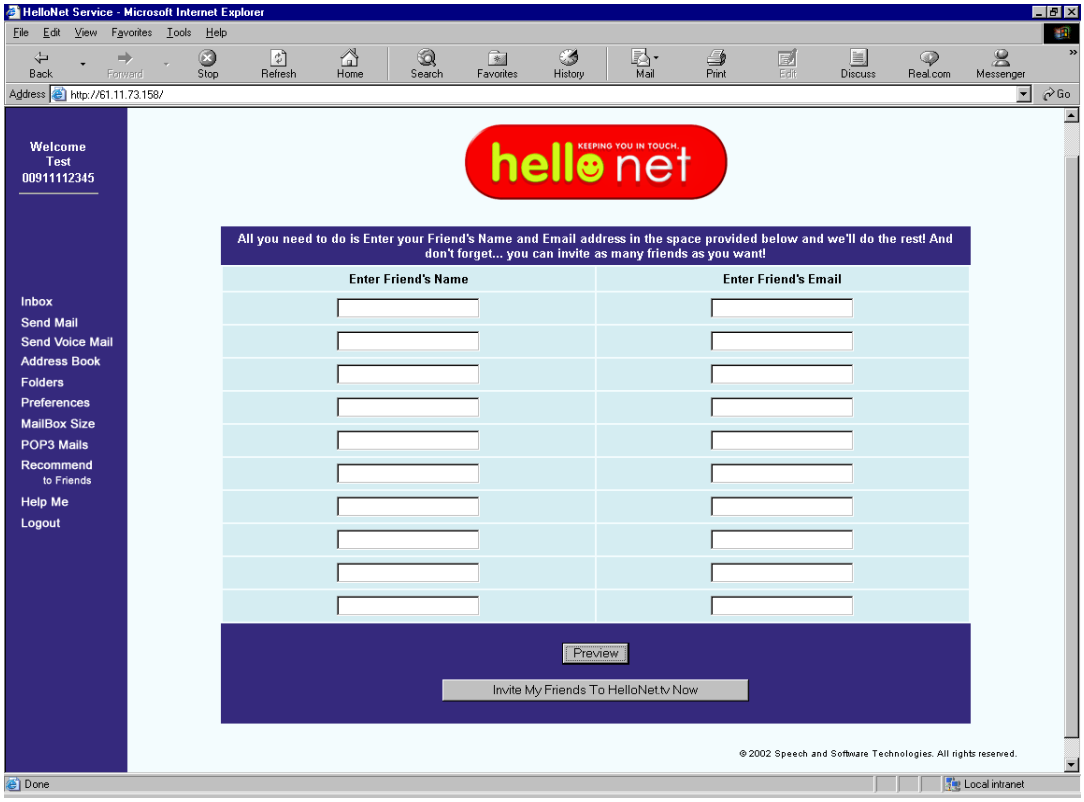
1. Users can receive emails (with attachments) from any mail server (e.g. from other users of HelloNet as well as users of other domains like Hotmail, Yahoo, etc.)
2. Whenever the user gets a new mail he will be intimated by a SMS message to his cellular number. Whenever the user's Inbox reaches 90% of the total space available to the user he will receive an SMS message on his cellular number stating that his Inbox is 90% full.
3. The received mail can be stored in folders created by users with names of his choice such as Company, Personal, and Business etc.

5.2.10 Deletion of Mails

The deleted mails will be stored in the "Trash" folder and will be available temporarily, as the trash will be emptied several times a week.

5.2.11 Recommend to Friends

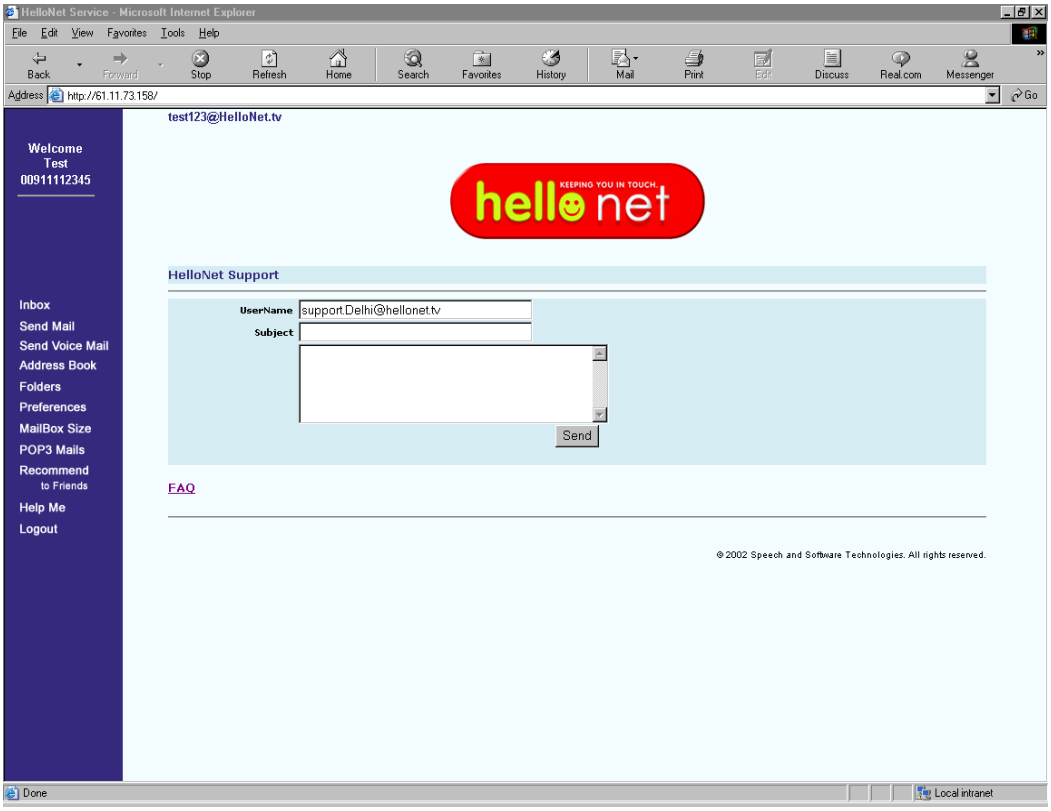
If the user wants to recommend HelloNet to his friends he could do so by choosing this option. He can enter up to 10 email addresses of his friends. A mail is then sent out to the email addresses entered.



5.2.12 Help Me

If the user has any query and needs to contact the support team, he could choose this option. He would have to enter a subject and his query and click on the send button.

On this page there is a FAQ link which has the most frequently asked questions.



5.2.13 Logout

The user should logout from the system using this option for security.

5.3 Do's and Don'ts

Do's

- The user should always "Logout" when he wants to exit.
- The telephony pass code should be frequently changed for account security.

Don'ts

- The user should not press the Refresh button to refresh the Inbox as this will automatically log out, since "*frames*" are used in the design of these pages. Therefore, to refresh the inbox page, the user should click the Inbox button on the side navigation bar.

6 Features of HelloNet – A quick reference

HelloNet - Introduction

With this service you can now listen to long emails, text, Microsoft Word and HTML attachments on your land line phone and cellular phone. In turn, you can even send messages in your own voice to others. You don't need a PC or internet connection any more, to access your emails. This comprehensive user manual will help you use HelloNet better. Read through and soon you'll be telling people, to use HelloNet more and more.

How is HelloNet different?

HelloNet is a unique and innovative mail service based on text to speech conversion and voice command recognition. HelloNet converts emails of any length, emails with text, Microsoft Word and HTML attachments into voice enabling you to listen to them on your landline phone or on your cellular phone.

How can I get a HelloNet email address?

You need to register with HelloNet and create an account on HelloNet. You can register both through Telephone and Internet. To register over telephone, call the HelloNet access telephone number in your city and speak the command Registration. Or you can visit the HelloNet site and Click on Registration.

While registering over telephone, we advise you to choose your land line telephone number or your cellular phone number as your account number e.g. 3361234. Choose a passcode or any other number that you can easily remember, that only you know, for security. If you register over the Internet, choose a user name and password, which can be alphanumeric. You also need to choose your Account Number and telephony passcode, which are numeric only. Once you register, your account number is 00911 11 336 1234 and your email address is: 0091113361234@hellonet.cc, where 0091 is the country code and 11 is the city code.

How do I receive Mails on HelloNet?

Communicate your HelloNet email address to your acquaintances, friends, relatives and others from whom you wish to receive email. Once they know your email address, they can send emails to you right onto your HelloNet account from any email account across the world.

Does HelloNet alert me when I get a new Mail?

Yes. HelloNet will inform you about the arrival of new messages if you have a cellular phone. Whenever there is a new email in your HelloNet inbox, HelloNet will generate an SMS indicating the same, and it will be delivered to your cellular phone.

How can I access Mails on HelloNet?

To access HelloNet over telephone, call your local HelloNet access number and then you need to dial your Account Number and telephony Passcode. You also have the option of changing your password to ensure your account's privacy. To access HelloNet from the Internet, you need to enter your username and password for Authentication.

How can I listen to my mails over telephone?

1. To start with, you need to dial the HelloNet access number. Once you are connected, the system will offer the following Welcome menu options.

   Go to mail reader – to access your mails.
   Registration – to register and create a HelloNet email address for you, over the telephone. If you are calling the HelloNet number for the first time and you have not registered with HelloNet, speak ***Registration***. Then the HelloNet system guides you through the simple registration steps.

2. After registration you can say ***Go to Mail reader.*** The system will ask you for your Account Number and passcode.

3. After authentication, the system will then offer the following Mail Options menu

   Open my Inbox – to access the mails
   Send mail – for sending mails in your voice.
   Preferences – to delete mails or change telephony passcode or to change the Cellular Phone Number to receive SMS alert for new mail notification.

After you say ***open my inbox***, the system will announce the number of new mails. If there are no new mails, the system will fetch you the saved (read) mails. It will also read out the sender's name, subject of the mail and sent date.

Then, the system will offer the following Header options Menu:

Read the Mail - to go on to read the current email
Open Next mail - to access the next email
Good Bye logout - end the call

When you say ***Read the Mail***, the system will read out the text of the mail. You may press the '#" button on the keypad to abort the mail at any point of time. After reading the mail, you will get the following Mail options menu:

Reply – to send reply to the sender
Read Again – to listen to the mail again
Forward the Mail – to send this mail to others.
Send a Fax – To get this mail faxed to a fax machine.
Open Next mail – To listen to the next mail
Open Previous Mail – To listen to the previous mail
Main Menu – To send a new mail after reading a mail.
Press 3 to delete the mail
Good Bye Logout – to end the call

Does HelloNet Support Attachments?

Yes. HelloNet supports text, Microsoft Word and HTML attachments. It identifies the text attachment, opens it and reads out the message to you. It can even identify Microsoft Word attachments and read them out over the telephone.

If the attachment is in HTML format, it removes the HTML tags and reads out the content. (Please note that HelloNet will not be able to detect any picture files in the HTML attachments).

How can I send Mails over telephone?

- You can send mails by saying ***Send Mail*** in the Main Menu.
- Once you select ***Send Mail***, you need to enter the Address Book index number or dial the email address using the Keypad or dial the recipient's HelloNet account number, if the recipient is also a registered HelloNet user. You can create your personal address book on HelloNet, over the internet. Addresses will be indexed while they are created. You might need to carry a copy of it to remember the index numbers.

- You can speak your voice message and it will be sent along with the email as an attachment.
- You can edit your voice mail by saying ***record again***.

Is there any restriction on the length of the voice mail?

Yes there is a restriction on the length of the voice messages that can be sent. You can send messages of a maximum duration of 2 minutes. At a normal speaking rate, one can speak about 2 words per second. Which means, in 2 minutes, one can speak about 240 words, which is a good amount of information.

Will my voice mail reply, get converted to text?

No, the replies to the mails from the phone will not get converted into text. The replies will be sent in the form of a compressed audio attachment. The audio file format is well supported by the Windows operating system. The recipient needs to have a multi-media computer with headphone or speaker to listen to the audio attachment.

How can I delete mails over telephone?

When you select the ***delete mails*** option in ***preferences***, the system will read out the header of each mail. At this point the following options are available:

Delete this mail – to remove the current mail
More details – for more information about the current mail before deletion
Open Next mail – to go to the next mail, without deleting the current email
Main menu – to access the main menu
Good Bye Logout – to exit from HelloNet

Every user is allotted 7 MB of storage space. When the inbox reaches 90% of the permitted capacity, an SMS is sent to the user informing about the depleting memory. An alert about the depleting memory is also generated if the user happens to access HelloNet through Internet or over telephone.

Note: You will have to delete old mails to replenish the inbox memory.

What is an Address Book?

An address book can be created by accessing your HelloNet account from the Internet. Addresses added to the book are automatically indexed alphabetically. The addresses can be fetched from your phone by referring to the index corresponding to an email address.

How can I stop the play back of the email message?

The Text to Speech (TTS) system converts the email message to natural sounding synthesized speech and reads out to the user over the phone. Reading of email by TTS can be aborted by pressing "Pound" (#) key on the telephone.

Can I get a Fax copy of my email?

Yes. You can say ***Send a Fax*** in the Mail options Menu after reading the mail, to get it faxed to the number you dial over the telephone.

Can I listen to emails on my other email accounts?

Yes, You need to fill up information like the POP3 server name of your email account, Email address and the Password for accessing that account. Then HelloNet fetches your mails from other email accounts and you can listen to them over telephone.

Can I listen to emails on my other email accounts?

Yes, You need to fill up information like the POP3 server name of your email account, Email address and the Password for accessing that account. Then HelloNet fetches your mails from other email accounts and you can listen to them over telephone.

7 Voice Commands Reference Card

Voice commands used in HelloNet

To Register with HelloNet

Say, ***"registration"*** in the Welcome Menu.

To access mails

Say, ***"Go to mail reader"*** in the Welcome Menu.

To Send Mail to somebody

Say, "***Send a Mail***" in Main Menu

To browse your inbox

Say, "***Open my Inbox***" in Main Menu

To listen to a mail

Say, "***Read the mail***" in Header menu

To Reply to a mail

After reading the mail, Say, "***reply***" in Mail Options Menu.

To Forward a mail

After reading the mail, Say, ***"forward the mail"*** in Mail Options Menu.

To get a mail Faxed

After reading a mail, Say, "***Send a Fax***" in Mail Options Menu.

To listen to a mail again

Say, "***read again***" in Mail Options Menu

To Delete a mail

After reading the mail, Press **3** in the Header menu or the Mail Options Menu.

To listen to the next mail

Say "***open next mail***" in Header Menu Or Say "***open next mail***" in Mail Options Menu.

To listen to the previous mail

Say "***open previous mail***" in Header Menu Or Say "***open previous mail***" in Mail Options Menu.

User Confirmation Commands

To confirm any operation, Say, ***"yes, go ahead"*** and **To cancel any operation** Say ***"cancel"***.

To send a voice mail

Say ***"send a voice mail"***.

To send the recorded voice mail

Say ***"Send the mail"***.

To record the voice mail again

Say ***"Record again"***.

To send a new mail after reading a mail

Say "***main menu***" in Mail Options Menu. Then, Say, "***Send a mail***" in Main Menu.

If you do not have unread mails, HelloNet will offer to read 20 recent read mails.

To Delete saved mails

Say ***"preferences"*** in the Main Menu, then say "***delete-mails"***.

To change telephony passcode

Say, ***"preferences"*** in the Main Menu, then say, ***"change passcode"***

To change the cellular number to receive SMS alert for new mail arrival

Say, ***"preferences"*** in the Main Menu, then dial ***7***.

To end the call, in Header Menu or Mail Options Menu,

Say ***"Good Bye logout"***

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http://www.sstil.com

8 Hidden Features of HelloNet

- In options where the HelloNet user has to dial a key, the ***user can barge in and start dialing even before the prompt completes***.
- By default voice commands are issued to navigate through the HelloNet system. To switch to touch tone mode where the user can press the digits on the Telephone keypad to navigate through the system, ***Press # key when the system asks the user to speak a voice command.***
- When HelloNet plays a prompt asking the user to speak a voice command, the user can ***press any key (except # key) to stop the prompt playback*** and start speaking the voice command.
- When emails are readout by HelloNet in a ***Text to Speech (TTS) synthesized voice, user can press # key to abort the reading*** and proceed with the next option.
- User should remember to ***press # key after speaking out a voice mail*** to stop the recording. Otherwise voice mail recording will continue till the maximum duration specified in the user interface.
- User can ***Press any key (except # key) to stop playback of a voice mail*** when emails are readout.
- User should remember to ***press # key after dialing an address book index number or email address using the Keypad or a fax number***
- In the touch tone mode user can ***press 0 to logout*** of HelloNet.
- If a user wants ***to come out of Send Mail option to Main Menu, User can press # key*** when the system asks for address book index number.
- Similarly, if user wants ***to come out of forward the mail*** option, ***User can press # key*** when the system asks for the address book index number.
- Similarly, if the user wants ***to abort the email to fax option***, the ***user can press # key***, when the system asks for the Fax number.
- ***To end the call***, user can say ***Good Bye Logout*** after listening to the header of the mail or after listening to the mail message.

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